

Year-to-Date Data Through December

ST Express Bus	YTD 2008	YTD 2009	YTD Budget	Notes
Revenue Vehicle Hours Operated ¹	504,709	558,091	517,500	Productivity on ST Express routes was lower in 2009, due in part to job losses in the major employment centers in the region as well as lower fuel prices, which have reduced incentives to use transit.
Revenue Vehicle Miles Operated	10,290,367	10,836,803	10,575,000	
Trips Operated	391,199	448,630	401,991	
Platform Hours Operated	630,621	676,520	650,200	
Boardings	12,528,887	12,896,712	13,320,191	
Boardings per Revenue Hour	24.82	23.11	25.70	The number of preventable accidents has exceeded targeted standards. Staff is working with the operating agencies to address this performance area.
Boardings per Trip	32.03	28.75	33.10	
Cost per Boarding ²	\$6.31	\$6.58	\$6.66	
Percentage of Scheduled Trips Operated	100.11%	99.52%	≥99.80%	
On Time Performance ³	94.13%	93.93%	≥90.00%	
Customer Complaints ⁴	0.02%	0.02%	<0.05%	
Preventable Accidents per 100,000 ⁵	0.87	0.93	≤ 0.80	
Sounder Commuter Rail	YTD 2008	YTD 2009	YTD Budget	Notes
Revenue Vehicle Hours Operated ¹	27,006	36,010	35,311	Productivity on Sounder was lower in 2009, due in part to job losses in the major employment centers in the region as well as lower fuel prices, which have reduced incentives to use transit.
Revenue Vehicle Miles Operated	1,039,433	1,399,651	1,378,281	
Trips Operated	5,114	6,529	6,576	
Boardings	2,668,623	2,492,362	3,117,762	
Boardings per Revenue Vehicle Hour	98.82	69.21	88.00	
Boardings per Trip	521.83	381.74	474.00	Reverse peak commute trips and shoulder of the peak trips were added in September 2008 and in June 2009. These trips have lower productivity than peak period/peak direction trip.
Cost per Boarding ²	\$11.16	\$13.71	\$11.77	
Percentage of Scheduled Trips Operated	99.88%	99.63%	≥99.50%	
On Time Performance ³	98.12%	97.33%	≥95.00%	
Customer Complaints ⁴	0.02%	0.01%	<0.05%	
Preventable Accidents per 1,000,000 ⁵	0.00	0.00	≤1.00	
Central Link Light Rail	YTD 2008	YTD 2009	YTD Budget	Notes
Revenue Vehicle Hours Operated ¹	N/A	53,642	63,524	Central Link service commenced on July 19, 2009. Service was budgeted to begin at the start of July, so quantitative measures of service provided are lower than budget. Budgeted operating assumptions were for peak-hour headways of six minutes, as opposed to the actual operating plan of seven and a half minute headways. However, the productivity on a per-trip and per-hour basis has been in line with projections.
Revenue Vehicle Miles Operated	N/A	1,113,158	1,281,469	
Trips Operated	N/A	41,795	60,462	
Boardings	N/A	2,501,211	2,400,000	
Boardings per Revenue Vehicle Hour	N/A	46.63	38.00	
Boardings per Trip	N/A	59.84	40.00	
Cost per Boarding ²	N/A	\$8.56	\$9.09	
Percentage of Scheduled Trips Operated	N/A	98.96%	≥98.50%	
On Time Performance ³	N/A	Number not available	≥98.50%	
Customer Complaints ⁴	N/A	0.01%	<0.05%	
Preventable Accidents per 100,000 ⁵	N/A	0.18	≤1.00	
Tacoma Link Light Rail	YTD 2008	YTD 2009	YTD Budget	Notes
Service Hours Operated ¹	9,708	8,602	9,523	Tacoma Link has seen a decline in ridership of 3 percent compared to last year. Service was interrupted by eight days of closure in August for repairs to the concrete median in Downtown Tacoma.
Service Miles Operated	94,189	89,427	92,195	
Trips Operated	58,812	56,842	57,379	
Boardings	919,103	889,320	854,687	
Boardings per Service Vehicle Hour	94.67	103.38	90.00	
Boardings per Trip	15.63	15.65	15.00	In addition, the Tall Ships event in Downtown Tacoma brought out an additional 25,000 boardings last year; this event was not repeated in 2009.
Cost per Boarding ²	\$3.38	\$4.16	\$4.90	
Percentage of Scheduled Trips Operated	99.80%	99.77%	≥98.50%	
On Time Performance ³	99.73%	99.80%	≥98.50%	
Customer Complaints ⁴	0.00%	0.00%	<0.05%	
Preventable Accidents per 100,000 ⁵	0.00	0.00	≤1.00	

■ Lagging budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.

2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

3-On-time performance standards are described in the budget. For Central Link, difficulty in obtaining data has hindered reporting efforts.

4-Customer complaint performance standards are < 0.05 percent.

5-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Fourth Quarter 2009



Service Delivery
Quarterly Performance Report

Q4 Systemwide Boardings

Boardings by Service Type	Fourth Quarter			Year-to-Date Through December			2009 Annual SIP Projections ¹
	2008	2009	%Δ	2008	2009	%Δ	
ST Express Bus	3,243,391	3,332,836	3%	12,528,887	12,896,712	3%	13.2 mil.
Sounder Commuter Rail	700,034	621,270	-11%	2,668,623	2,492,362	-7%	3.1 mil.
Central Link	N/A	1,270,864	100%	N/A	2,501,211	100%	2.4 mil.
Paratransit	N/A	15,437	100%	N/A	31,030	100%	60,000
Tacoma Link	232,300	220,859	-5%	930,632	889,320	-4%	0.9 mil.
Total Boardings	4,175,725	5,461,265	31%	16,128,142	18,810,635	17%	19.7 mil.
Average Weekday Bdgs	57,602	72,248	25%	55,953	63,719	14%	74,718

1-Annual projections established in the 2009 Service Implementation Plan (SIP) starting third quarter include Central Link and Paratransit projections.

Fourth Quarter 2009 boardings were up 31 percent compared to 2008, with Central Link light rail representing most of the increase. Without Central Link, Fourth Quarter boardings would have been virtually the same as in 2008. It’s noteworthy that other major transit agencies in the region experienced sharp ridership declines during this period, including Community Transit, Pierce Transit and King County Metro Transit.

ST Express buses experienced a 3 percent increase in boardings for the quarter, helped by increases in service hours and improvements to off-peak service implemented in September. Sounder ridership declined, with 11 percent fewer boardings than the same period in 2008. As in previous quarters, most of the Sounder decrease was on the South Line (-13 percent), with the North Line down by only 2 percent. Tacoma Link had 5 percent fewer boardings, although most of the decline was on weekends.

Central Link light rail service extended 1.7 miles from Tukwila International Boulevard Station to SeaTac/ Airport Station on Dec. 19. Average weekday boardings increased from 14,674 during the Third Quarter to 15,196 during the Fourth Quarter. One major service disruption occurred on Nov. 16, when a derailment near the light rail Operations & Maintenance Facility forced trains to run on a reduced schedule during the afternoon peak period and into the evening. From Nov. 27 through Dec. 18, the evening schedule was reduced due to track maintenance activities.

Total Sound Transit ridership for 2009 was 18,810,635 passenger boardings, an increase of 17 percent compared with 2008. The 2009 Service Implementation Plan (SIP) projected 2009 ridership at 19.7 million boardings.

Specific mode and individual route trends are discussed on page 2.

Fourth Quarter Ridership Highlights

ST Express bus boardings increased 3 percent during the Fourth Quarter. Routes with recently-implemented service improvements, including Route 511 Lynnwood-Seattle, Route 535 Lynnwood-Bellevue and Route 550 Bellevue-Seattle, experienced gains that offset declines on other routes. The Link Connector, a temporary bus route operating between Tukwila International Boulevard Link Station and the airport, was discontinued on Dec. 20, the day after light rail extended directly to the airport. It averaged about 1,400 daily boardings during the Fourth Quarter. Total 2009 bus ridership increased 3 percent to 12.9 million boardings, slightly below the 2009 SIP projection of 13.2 million boardings.

Sounder train boardings were down 11 percent, with most of the decline on the South Line between Tacoma and Seattle. Contributing to the South Line drop was a 22 percent decrease in special event boardings; Seahawk game trains, in particular, were more popular in 2008 than in 2009. Total 2009 Sounder ridership was 2.5 million boardings, compared with the 2009 SIP projection of 3.1 million boardings.

Central Link service did not start until July 18, so full comparisons between Third Quarter and Fourth Quarter total ridership are not possible. The opening of the airport extension on Dec. 19 occurred too late in the quarter to have much impact on ridership totals. Total 2009 Central Link ridership was 2.5 million boardings, slightly above the 2009 SIP projection of 2.4 million boardings.

Tacoma Link boardings were down 5 percent for the Fourth Quarter. There were fewer major events in downtown Tacoma scheduled during Fourth Quarter 2009 compared with 2008, and this had a fairly significant ridership impact since service extends later into the evening when such events are scheduled. Note that average weekday boardings were down only 1 percent. Total 2009 Tacoma Link ridership was 889,000 boardings, slightly under the 2009 SIP projection of 900,000 boardings.

ST Express Boardings by Route				
Route		Q4 2008	Q4 2009	%Δ
510/513	Everett-Seattle	219,738	231,184	5%
511	Lynnwood-Seattle	227,204	244,171	7%
522	Woodinville-Seattle	277,834	261,032	-6%
532	Everett-Bellevue	78,297	80,748	3%
535	Lynnwood-Bellevue	110,622	106,940	-3%
540	Kirkland-U. District	76,024	81,219	7%
545	Redmond-Seattle	429,454	406,369	-5%
550	Bellevue-Seattle	444,324	481,132	8%
554	Issaquah-Seattle	196,822	169,217	-14%
555/556	Issaquah-Northgate	69,366	71,714	3%
560	W Sea-Sea-Tac-Bellevue	209,244	207,196	-1%
564	South Hill-Overlake	97,785	86,494	-12%
565	Federal Way-Overlake	114,798	104,488	-9%
574	Lakewood-Sea-Tac	153,501	153,906	0%
577/578	Fed Way/Puyallup-Sea	80,421	73,125	-9%
582	Bonney Lake-Tacoma	18,483	14,806	-20%
586	Tacoma-U. District	31,216	34,527	11%
590-595	Lakewood-Seattle/ Tacoma-Seattle	404,115	410,795	2%
599	Lakewood-Tacoma	4,143	3,514	-15%
	Link Connector	0	110,258	N/A
Total ¹		3,243,391	3,332,836	3%
Avg Weekday Bdgs ¹		44,543	44,945	1%

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor				
		Q4 2008	Q4 2009	%Δ
North Line				
Commuter		70,846	68,641	-3%
Special		<u>17,079</u>	<u>17,213</u>	1%
Subtotal		87,925	85,854	-2%
South Line				
Commuter		567,805	500,850	-12%
Special		<u>44,304</u>	<u>34,566</u>	-22%
Subtotal		612,109	535,416	-13%
Total		700,034	621,270	-11%
Avg Weekday Bdgs		9,979	8,898	-11%
Central Link Light Rail Boardings				
		Q4 2008	Q4 2009	%Δ
Total		N/A	1,270,864	N/A
Avg Weekday Bdgs		N/A	15,196	N/A
Tacoma Link Light Rail Boardings				
		Q4 2008	Q4 2009	%Δ
Total		232,300	220,859	-5%
Avg Weekday Bdgs		3,080	3,041	-1%
Paratransit Boardings				
		Q4 2008	Q4 2009	%Δ
Total		N/A	15,437	100%
Avg Weekday Bdgs		N/A	168	100%

Fourth Quarter Data

ST Express Bus	Q4 2007	Q4 2008	Q4 2009	Q4 Budget
Revenue Vehicle Hours Operated ¹	122,307	129,802	139,829	129,375
Revenue Vehicle Miles Operated	2,525,486	2,622,534	2,793,922	2,643,750
Trips Operated	95,036	101,061	124,157	100,498
Platform Hours Operated	152,798	163,673	176,778	162,550
Boardings	2,725,759	3,243,391	3,332,836	3,420,191
Boardings per Revenue Hour	22.29	24.99	23.84	26.44
Boardings per Trip	28.68	32.09	26.84	34.03
Cost per Boarding ²	\$6.60	\$6.31	\$5.95	\$6.66
Percentage of Scheduled Trips Operated	100.03%	100.02%	99.93%	≥99.80%
On Time Performance ³	93.08%	93.24%	93.78%	≥90.00%
Customer Complaints ⁴	0.02%	0.02%	0.01%	<0.05%
Preventable Accidents per 100,000 ⁵	1.23	1.30	0.72	≤ 0.80
Sounder Commuter Rail	Q4 2007	Q4 2008	Q4 2009	Q4 Budget
Revenue Vehicle Hours Operated ¹	6,086	8,286	9,584	8,828
Revenue Vehicle Miles Operated	234,145	319,600	374,939	344,570
Trips Operated	1,150	1,542	1,712	1,644
Boardings	603,961	700,034	621,270	792,762
Boardings per Revenue Vehicle Hour	99.24	84.48	64.83	89.80
Boardings per Trip	525.18	453.98	362.89	482.22
Cost per Boarding ²	\$11.52	\$11.16	\$17.24	\$11.77
Percentage of Scheduled Trips Operated	98.29%	99.87%	99.65%	≥99.50%
On Time Performance ³	98.57%	95.30%	97.35%	≥95.00%
Customer Complaints ⁴	0.04%	0.02%	0.01%	<0.05%
Preventable Accidents per 1,000,000 ⁵	0.00	0.00	0.00	≤1.00
Central Link Light Rail	Q4 2007	Q4 2008	Q4 2009	Q4 Budget
Revenue Vehicle Hours Operated ¹	N/A	N/A	31,586	31,762
Revenue Vehicle Miles Operated	N/A	N/A	619,285	640,735
Trips Operated	N/A	N/A	22,880	30,231
Boardings	N/A	N/A	1,270,864	1,200,000
Boardings per Revenue Vehicle Hour	N/A	N/A	40.24	38.00
Boardings per Trip	N/A	N/A	55.54	40.00
Cost per Boarding ²	N/A	N/A	\$9.30	\$9.09
Percentage of Scheduled Trips Operated	N/A	N/A	98.02%	≥98.50%
On Time Performance ³	N/A	N/A	Number not available	≥98.50%
Customer Complaints ⁴	N/A	N/A	0.01%	<0.05%
Preventable Accidents per 100,000 ⁵	N/A	N/A	0.32	≤1.00
Tacoma Link Light Rail	Q4 2007	Q4 2008	Q4 2009	Q4 Budget
Service Hours Operated ¹	2,526	2,419	2,431	2,381
Service Miles Operated	24,514	23,462	22,542	23,049
Trips Operated	15,209	14,664	14,586	14,345
Boardings	235,351	232,300	220,859	179,687
Boardings per Service Vehicle Hour	93.17	96.04	90.85	75.47
Boardings per Trip	15.47	15.84	15.14	12.53
Cost per Boarding ²	\$3.33	\$3.38	\$4.08	\$4.90
Percentage of Scheduled Trips Operated	99.85%	99.79%	99.56%	≥98.50%
On Time Performance ³	99.48%	99.86%	99.63%	≥98.50%
Customer Complaints ⁴	0.00%	0.00%	0.00%	<0.05%
Preventable Accidents per 100,000 ⁵	0.00	0.00	0.00	≤1.00

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